

# Emergency Medical Services Paramedic Crew Chief

Dept: Emergency Services

FLSA Status: Non-Exempt

## General Definition of Work

Performs intermediate technical work operating an ambulance, responding to calls for emergency medical services, providing emergency medical care, assisting with shift supervision, maintaining records and files, preparing reports, and related work as apparent or assigned. Work is performed under the limited supervision of the Emergency Medical Services Shift Supervisor. Continuous supervision is exercised over all personnel within the team.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Responds to emergency calls, providing basic and advanced life support treatment to patients, as well as transportation to appropriate medical facility.
- Functions as a paramedic.
- Ensures appropriate vehicle maintenance is performed.
- Assists with coordinating and conducting shift trainings.
- Creates and maintains monthly shift schedule.
- Assists with employee evaluations; provides coaching and assistance to employees.
- Performs supervisor duties in the absence of the supervisor.
- Ensures employees are performing in accordance with established protocols.
- Assists with pre-employment testing and orientation of new employees.
- Assists with precepting students enrolled in local community college.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

Thorough knowledge of the principles and techniques of emergency care, including diagnosis, proper treatment, automobile extraction and transportation; thorough knowledge of the reading of electrocardiograms; thorough knowledge of the principles of anatomy, physiology and chemistry in relation to the respiratory and circulatory systems; thorough knowledge of the street system and geography of the County; general knowledge of standard computer equipment, hardware and software; thorough skill operating standard tools of the trade; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to calculate drug dose based on weight and volume; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to understand and follow oral and written instructions; ability to keep simple records and prepare reports; ability to establish and maintain effective working relationships with associates and the general public.

## Education and Experience

Associates/Technical degree with coursework in emergency medical services, or related field and three to five years experience working as a paramedic, or equivalent combination of education and experience.

## Physical Requirements

This work requires the regular exertion of up to 10 pounds of force and frequent exertion of over 100 pounds of force; work regularly requires speaking or hearing, frequently requires standing, sitting, using hands to finger, handle or feel, lifting independently in excess of 125 pounds (or combined weight of 250

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pounds) and repetitive motions and occasionally requires walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting and occasionally requires speaking or hearing, tasting or smelling and repetitive motions; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arm's length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires exposure to outdoor weather conditions and exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment and occasionally requires exposure to fumes or airborne particles, exposure to toxic or caustic chemicals, exposure to extreme cold (non-weather), exposure to extreme heat (non-weather), exposure to the risk of electrical shock, working with explosives, exposure to vibration and wearing a powered air-purifying personal respirator in place of SCBA; work is generally in a loud noise location (e.g. grounds maintenance, heavy traffic).

## Special Requirements

- North Carolina Office of Emergency Medical Services Paramedic certification.
- Local credentialing/re-credentialing.
- Advanced life support certification.
- Pediatric life support certification.
- Emergency vehicle operation training.
- Hazmat awareness training.
- Incident Command System (ICS) training.
- Valid Driver's License upon employment. Valid driver's license in the State of North Carolina within 60 days of employment.

## Competencies

**Leading with Integrity:** Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

**Negotiation Skills:** Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

**Managing Customer Focus:** Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

**Quality Management:** Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

**Team Leadership:** Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

**Change Management:** Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

**Managing People:** Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular

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performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

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Employee Name (Printed)

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Employee Signature

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Manager Name (Printed)

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Manager Signature

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Date